

Abstract of the Disclosure

A proxy system enables a worker remote from a communication
5 center and limited to a light computer device unable to operate as a
workstation at the communication center to operate with full access to data
and software at the communication center. A proxy server, which may be a
LAN-connected server at the communication center, has a two-way data
link to the light computer device operated by the remote agent, and executes
10 software which ascertains the hardware and software characteristics of the
light device. The proxy server accesses communication center data at
direction from the light device, operates communication center software
tools, and provides results to the light device over the communication link
in a form usable by the light device.